

[? Help](#)**Job details**

Job 1 of 1

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Position/Program Information Supervise a staff of IT Tech Support personnel responsible for providing tier one Help Desk telephone support activities and/or tier two Desktop Support hands-on PC configuration, delivery, troubleshooting and inventory control duties. Also involved in interviewing, hiring, and training of staff, and evaluating their performance.

Essential Job Functions

Supervise a staff of IT Tech Support personnel responsible for providing tier one Help Desk telephone support activities and/or tier two Desktop Support hands-on PC configuration, delivery, troubleshooting and problem resolution, including the identification and resolution of routing issues, and maintaining familiarity with IT regulations and policies.

Participate in the creation of procedures for policy and regulation compliance.

Guide staff through new procedures to implement changes necessary for policy and regulatory compliance.

Assist in the creation of IT operation strategies, personal computer strategies and support standards, procedures and work instructions for implementation and ongoing support of IT users.

Works with other units and departments to provide end users with comprehensive integrated service.

Plan, coordinate, and implement projects to install, change or upgrade applications, systems servers, and/or other equipment and networks.

Participate in compiling inventory reports and creating purchase justifications.

Provides full administrative and technical supervision of staff including approving time off, evaluation of performance and takes or recommends disciplinary action, up to and including termination.

	Maintains current knowledge of Help Desk, Desktop Support, asset and knowledge management, hardware (desktop, laptop, printer) and software architecture and support techniques, and cellular devices' knowledge and technical support.
Requirements	<p>SELECTION REQUIREMENTS:</p> <p>OPTION I: Three (3) years of full-time paid experience within the last five (5) years, installing, configuring, testing, troubleshooting and repairing client computing devices or software, in a centralized* Information Technology (IT) organization; one (1) year of which must have been in a highly responsible capacity at the level of Los Angeles County's class of Senior IT Technical Support Analyst**.</p> <p>-OR-</p> <p>OPTION II: Four (4) years of full-time paid experience within the last five (5) years, installing, configuring, testing, troubleshooting and repairing client computing devices or software in a Helpdesk and/or desktop support role with a minimum of two (2) years experience as a senior*** or lead**** person working in an enterprise corporate environment.</p>
Physical Class	Physical Class II – Light: Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.
License(s) Required	A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.
Special Requirement Information	<p>*Centralized IT organization is defined in the County of Los Angeles as that which is responsible, under the direction or guidance of the chief Information Technology official for the department or major organizational unit, for providing comprehensive IT services including analysis, design, acquisition, and/or development, implementation, maintenance, or support of information systems; and in which the work performed is in direct relationship to the IT requirements and initiatives of the department or major organizational unit.</p> <p>**For this examination, experience at the level of a Senior IT Tech Support Analyst is defined as, under direction, provides comprehensive/complex technical support services in information technology and works independently in the installation, configuration, testing, troubleshooting and repair of hardware, software, networking and applications, as well as identifying and resolving highly complex desktop and laptop computer problems related to hardware and software and lead other IT support staff.</p> <p>***For this examination, senior-level experience is defined as experience as a technical specialist or expert in Information Technology and have regular and recurring responsibility for the most specialized and complex assignments over 50% of the time. A senior typically serves as a resources specialist to their peers, to lower classes, or to the public on non-routine problems or issues and have specialized expertise in one or more areas of information technology. Work performed is beyond the scope of duties normally assigned at the journey-level and requires a higher level of knowledge, skills and abilities.</p> <p>****For this examination, lead-level experience is defined as experience acting as a team or group leader to at least two(2) or more journey or lower level IT technical support staff and is responsible for coordinating workflow and staff assignments, reviewing the work, ensuring proper work methods are followed, and providing technical assistance and training. Lead positions spend no more than 50 percent of the time performing similar duties as the positions they lead.</p>

Verification of Experience: Experience gained in a position performing similar kinds of work which provides the knowledge, skills, and abilities required for the higher level position will be accepted. Experience claimed will be verified and evaluated to determine if the type, level or length of experience is qualifying. Applicants must supply sufficient information for this evaluation to be made. Applicants claiming such experience in County service must present, at time of filing, written proof of this experience in a Verification of Experience Letter approved by their Departmental Human Resources Manager or authorized representative. Credit will be given for out-of-class experience to meet the selection requirements only.

Withhold Information: Permanent employees who have completed their initial probationary period and hold a qualifying payroll title may file for this examination if they are within six months of meeting the experience requirements by the last day of filing. However, the names of such employees will be withheld from the certification list until the required experience is fully met. **No withhold rights will be given to applicants solely qualifying with a VOEL.**

Examination Content	This examination will consist of a Rating from Record weighted 50% and an Appraisal of Promotability weighted 50%. The Rating from Record will evaluate experience based on application information and supplemental application form. The Appraisal of Promotability will measure knowledge and ability in the technical field, supervision, adaptability, judgment and decision making ability, oral and written communication, and customer service and interpersonal skills. CANDIDATES MUST ACHIEVE A PASSING SCORE OF 70% OR HIGHER ON EACH WEIGHTED PART IN ORDER TO BE PLACED ON THE ELIGIBLE LIST.
Special Information	While the positions in the Chief Information Office Bureau normally work during regular County daytime business hours, appointees may be required to work any shift, including evenings, nights, holidays or weekends.
Vacancy Information	The eligible list resulting from this examination will be used to fill a vacancy in the Department of Mental Health, Chief Information Office Bureau, located at 695 S. Vermont Ave., Los Angeles, CA 90005.
Eligibility Information	The names of candidates receiving a passing grade on this examination will be placed on the eligible list in the order of their score group for a period of twelve (12) months following the date of promulgation on the eligible list.
Available Shift	Any
Job Opportunity Information	Restricted to permanent employees of the Department of Mental Health who have successfully completed their initial probationary period.
Application and Filing Information	ON-LINE FILING ONLY. APPLICATIONS WILL NOT BE ACCEPTED BY MAIL, EMAIL, FAX OR IN PERSON.

INSTRUCTIONS FOR FILING:

Applicants are required to complete and submit a standard online Los Angeles County Employment Application **AND** Supplemental application form in order to be considered for this examination. Paper applications and/or resumes will not be accepted in lieu of online applications.

Applicants must submit their completed application and required Supplemental application form by 5:00 pm, Pacific Standard Time(PST), on the last day of filing.

Click on the following link to access the Supplemental Application

Form:

http://file.lacounty.gov/dhr/ehr/cms1_182716.doc

TO APPLY, click on the link above or below this bulletin which say, **Apply to Job** . Candidates must upload the completed Supplemental application form as attachment during application submission OR send by fax to (213) 637-5892 within five (5) business days of filing online. Please include your Name, Exam Number and the Exam Title on the faxed documents.

The acceptance of your application will depend on whether you have clearly shown that you meet the Selection Requirements. Your online application and Supplemental application form must show complete experience information. Work experience should include employer name and address, job title, complete dates of experience (mm/dd/yy), total number of hours worked per week - not a range of hours (full or part-time), complete and detailed description of your job duties, and supervisor name and contact information. *Resumes will not be accepted in lieu of completing the Los Angeles County Online application.* Unsolicited materials will not be accepted in lieu of completed online application and Supplemental application form. Applications may be rejected at any stage during the selection process. All information supplied by applicants is subject to verification.

County of Los Angeles Information

View details regarding Employment Eligibility Information, Social Security Act of 2004, Records of Convictions, Veterans Preference Credit, Los Angeles County Child Support Compliance Program, Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act by clicking on the link below:

[GENERAL EXAMINATION INFORMATION](#)

OR

Visit <http://hr.lacounty.gov> to view the above information. Click on Career Opportunities' Tab, and then click on General Examination Information Tab.

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

All positions are open to qualified men and women pursuant to the Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act.

The County will make reasonable accommodations.

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Gloria Lucio

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Department Contact Email

Blucio@dmh.lacounty.gov

ADA Coordinator Phone

213-738-2823

Teletype Phone

800-735-2922

California Relay

Services Phone 800-735-2922
Job Field Information Technology
Job Type Technicians

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